

SELF SURVEY MODULE

The facility must ensure that (1) the resident environment remains as free of accident hazards as is possible.

Tag 323

Regulation F 323: The facility must ensure that (1) the resident environment remains as free of accident hazards as is possible.

Intent: The intent of this provision is that the facility prevents accidents by providing an environment that is as free from hazards over which the facility has control.

Survey Outline for Hot Water Temperature

General Procedures:

-Staff should use their (survey team's thermometers). They should be calibrated right before the water temperatures are checked. The reason that we use ours is in the beginning we should be getting some type of feel for the water temperature. Sometimes placing your hand under the water does not really give you a good sense of how hot the water actually is. If the water is hot, i.e. by our thermometer after we have checked in several places in the building, then we should ask the facility staff to check the temperature of the water. The facility staff should use their thermometer and we would expect them to calibrate it.

-We should be with the facility staff when they check the temperatures.

- We should start by checking the water temps in the shower and bathing areas first. These areas are the places that are at highest risk for resident injury. High water temps in resident sinks are probably not going to be immediate and serious.

Observations: Take a sample of water temperatures in hand sinks and bathtubs in each unit or hall during peak usage times (i.e., when the facility is doing dishes or laundry), if possible. Use the facility's thermometer and have facility staff present. After allowing the water to run for while, record the temperature in your notes. If the temperature is greater than 116 degrees Fahrenheit, request that the thermometers be calibrated and check again. (See note) Note if any steam is seen. Write down the temperature of the water heater's thermostat serving the affected unit. Observe staff during bathing. Are they testing the water themselves prior to exposing the resident to the water?

Footnote: CALIBRATION PROCEDURES referenced from 1997 Food Code, DHHS, FDA, PHS. A wet ice and boiling water procedure may be used for field checks of the thermometer and sensor. The ice should be broken into very small pieces, packed into an insulated container, and stirred with cold water into very thick slurry. The sensor should be placed at the very center of the container to a depth

of a least 50-mm (2 inches) and should be frequently agitated. The temperature should be noted when the temperature has stabilized after 3 minutes and should be +/- 2 degrees F from 32 degrees F.

INTERVIEWS

STAFF INTERVIEWS:

X. Direct Care Staff

1. What do you do as you prepare to give residents their whirlpools, showers?
2. Have you ever had problems with water temps (too cold, too hot)?
3. What happens if the water seems too hot-what do you do?
4. Who do you report problems with temps?
5. Have you had any problems recently?
6. What have you been told to do?
7. Have the residents ever mentioned the water was too hot?

X. Maintenance Department Staff

1. How long have you been doing this job?
2. Can you tell me how your hot water system works—is the kitchen/laundry on the same lines as resident rooms/common baths?
3. Do you have routine situations you handle on a regular basis?
4. Have you had any reports regarding problems with water temps?
5. What do you do when you get a report of a problem?
6. Where do you check the temps?
7. How often do you check temps?
8. Do you maintain a log; do you note every temp taken; or after adjustment?
9. How do you calibrate your thermometer; how often?
10. If there are problems, how do you fix it?
11. When was the last time you had to make adjustments?
12. When was the last time work or repair has been done on your water system?
13. Has there been any work/problem being handled by city/county services?
14. When and to whom do you report problems?

X. Administrator

1. How is your hot water system monitored?
2. Are you aware of any problems with your water system?
3. When was the problem brought to your attention?
4. What has been done to address these problems?
5. What have you directed the maintenance staff to do?
6. What have direct care staff been directed to do?
7. Do you have any work scheduled; when?
8. Are any parts on order; when was part ordered; expected receipt?

XI. Resident: Individual and Group

1. How is the water temperature?

2. Has it ever been too hot?
3. Have you ever complained if it was too hot?
4. What is done when it is too hot?

Record Review

1. Review the temperature logs for the facility. If there have been problems with the hot water temperatures, then the facility should monitor the temperature more frequently to assure that it is within an acceptable range.
2. Review any other records or work orders that would show that the facility had been attempting to maintain the water temperatures within an acceptable range.
3. Resident Council Minutes to determine if the resident's have had any complaints about hot water. Make sure you get permission from the Resident's